

## AGENCY OPERATIONS - FREQUENTLY ASKED QUESTIONS (FAQ'S)

### **Q. How do I apply for benefits/services?**

**A.** Applications for most benefits and services are taken at the agency Monday - Friday from 8:00 a.m. - 5:00 p.m. Crisis applications are taken Monday - Friday from 8:00 a.m. - 4:30 p.m. Call the agency at 910-576-6531 for further assistance, if you are unable to come to the agency.

### **Q. What documents do I need to bring when applying for benefits/services?**

**A.** You do not have to bring any item with you to apply for most benefits. However, you will be asked to provide information in order to process your application. Some things you may be asked to provide include:

#### **Child Care:**

Employee Wage Information Form for Child Care (available at the front desk or online by clicking the hyperlink)

Child Support Verification Form for Child Care (available at the front desk or online by clicking the hyperlink)

One month of pay stubs

School schedule

\*A completed Employee Wage Information Form for Child Care or a school schedule is required before applying for Child Care.

#### **Food Stamps:**

Photo Identification

Birth Certificates for all household members

Social Security Numbers for all household members

Verification of income of any kind

Verification of rent or mortgage

Verification of current utilities

Proof of Legal Alien Status, if applicable

#### **Medicaid:**

Recent medical expenses

Proof of any income

Bank statements and account numbers

Life Insurance policies

Social Security Number

Health Insurance policies

Proof of Legal Alien Status, if applicable

Verification of pregnancy

Birth Certificates for family members

#### **Work First:**

Birth Certificates for family members

Social Security Numbers for family members

Proof of any income

Verifications of any assets such as bank accounts, insurance policies, property, etc.

Proof of Legal Alien Status, if applicable

### **Q. When is the best time to come in to apply?**

**A.** Applications for programs are taken on a "first come, first served" basis. Also, various programs use appointments. The agency opens at 8:00 a.m. It is usually best to arrive as early as possible. The agency accepts applications for most programs anytime, **but it is best to arrive by 4:00 p.m. if possible in order to complete the application.** Crisis applications are not

accepted after 4:30 p.m. The agency does not close for lunch but there is sometimes a longer wait during lunch hours or shortly after, since there is fewer staff available to take applications.

**Q. Do I need an appointment?**

**A.** You do not need an appointment to make an application. Applications are accepted on a "first come, first served" basis. If you are already receiving benefits/services and would like to see your worker, it is best to call your worker first to make sure they will be available.

**Q. Can I make an appointment to make an application?**

**A.** Most applications are taken on a "first come, first served" basis. If you need special arrangements or an appointment, please call the agency at 910-576-6531 for further assistance.

**Q. Are interpreter services available?**

**A.** Free interpreter services are available for anyone who speaks little or no English. Come to the agency and arrangements will be made with a staff member who can provide free interpreter services.

**Q. How do I get a work permit for a minor?**

**A.** Work permits are provided at the agency on behalf of the [NC Department of Labor](http://www.dol.state.nc.us/wh/ycertif.htm). They are available at the front desk. They are also available online at <http://www.dol.state.nc.us/wh/ycertif.htm>.

**Q. Do I need a work permit?**

**A.** Work permits are required for any youth under the age of 18. A new work permit is needed for each job a youth works until they turn 18. For more information about work permits contact the [NC Department of Labor](http://www.dol.state.nc.us/wh/ycertif.htm) at 1-800-LABOR-NC or online at <http://www.dol.state.nc.us/wh/ycertif.htm>.

**Q. What jobs are minors permitted to work?**

**A.** For information on work restrictions for minors, contact the [NC Department of Labor](http://www.dol.state.nc.us/wh/ycertif.htm) at 1-800-LABOR-NC or online at <http://www.dol.state.nc.us/wh/ycertif.htm>. Work restrictions for minors are also listed on the work permit.

**Q. How do I find a child care facility?**

**A.** The [NC Division of Child Development](http://www.ncchildsupport.com) provides a child care facility search site online. Here you can search for a child care facility as well as obtain contact information and view detailed reports for each facility. For more information on finding a child care facility, contact a Child Care Worker in the Work First Unit by calling the agency at 910-576-6531.

**Q. Where can I find help obtaining child support?**

**A.** Contact the local Child Support Enforcement Agency at 910-576-6531. The local Child Support Enforcement Agency is located at the DSS Office in Troy. You can also contact the Child Support Customer Service line at 1-800-992-9457 or by email by visiting [www.ncchildsupport.com](http://www.ncchildsupport.com).

**Q. How do I get a PIN for my EBT card?**

**A.** After you are approved for benefits you must attend an EBT class. EBT classes are held at the agency every Monday at 8:15 a.m. and Friday at 2:45 p.m. Contact the agency since times are subject to change. You must have your EBT card with you. You will select a PIN (Personal Identification Number) for your EBT card at the class. You do not need an appointment to attend an EBT class.

**Q. How do I report abuse or neglect?**

A. To report the abuse or neglect of a **child or adult** contact a Protective Services Intake Unit Social Worker or call the agency at 910-576-6531. You may also come to the agency to make a report. All reports are confidential and you do not have to give your name. For after hours emergencies call **911**.

**Q. How do I become a foster parent?**

A. Information on becoming a foster parent in North Carolina is available online at [www.dhhs.state.nc.us/docs/foster.htm](http://www.dhhs.state.nc.us/docs/foster.htm). Call the agency at 910-576-6531 if you are interested in becoming a foster parent.

**Q. How do I report fraud?**

A. To report fraud contact a Program Integrity Fraud Investigator or call the agency at 910-576-6531. You may also contact the State Program Integrity Branch of Economic Independence Services at 1-800-662-7030 Monday - Friday between the hours of 8:00 a.m. and 5:00 p.m. All reports are confidential and you do not have to give your name.

**Q. I haven't received my Medicaid card - what do I do?**

A. You should receive your Medicaid card by the fifth working day of the month. Contact your caseworker or call the agency at 910-576-6531 if you do not receive your card. Your card may have been sent back to the agency if your address has changed. Medicaid cards are not forwarded. Always notify your caseworker if you have a change of address.

**Q. How do I change my Carolina Access doctor?**

A. Contact your caseworker or call the agency at 910-576-6531 if you would like to change your Carolina Access doctor.

**Q. How do I apply for a job at Montgomery County DSS?**

A. Applications for positions at Montgomery County DSS are accepted by the DSS Office in the Montgomery County Administration Building located at 102 E. Spring St., Troy, NC 27371. Vacancies are posted on the county web site with instructions and are listed with the Troy Office of the Employment Security Commission. For more information contact the DSS Personnel Assistant at 910-576-6531 or visit the county web site.

**For more information, contact:**

Susan Allen, DSS Personnel Assistant

Email: [susan.allen@ncmail.net](mailto:susan.allen@ncmail.net)

**Q. What is the Raleigh number for Social Services information?**

A. Voice/Español (North Carolina Only): 1-800-662-7030 (The CARE-LINE)  
TTY Dedicated - Local and Toll Free: 919-733-4851 or 1-877-452-2514  
For Out of State Calls: 919-733-4261  
FAX: 919-715-8174  
Postal address: 2012 Mail Service Center, Raleigh, NC 27699-2012  
Email: [care.line@ncmail.net](mailto:care.line@ncmail.net)